



WOODLANDS HEALTH CENTRE

Summer Newsletter

Here at Woodlands we are conscious we have featured a lot of “dos” and “don’ts” in the past. So now we want to say **THANK YOU** to all of you for your cooperation and support. Pressures on the NHS are well known and we are no exception. But we strive to provide the best possible service to our patients and all our advice and guidance is given with the best intentions-to help us to help you.

Carers



Carers are defined as people who look after a relative or friend who needs support because of age, physical or learning disability or illness including mental illness. If you are a carer please ask reception for a carers pack.

GP or Not GP? -that is the question

Before you phone for an appointment or make one online, please think; Do I really need to see my GP about my problem or is there an alternative? Like most GP surgeries we have adopted “ Care Navigation”. The receptionist will ask for a brief reason for your appointment with the GP and if appropriate you will be signposted to an alternative healthcare professional who will more meet your needs. Please take a look at our website www.woodlandshealthcentre.org.uk for help with deciding the right service for you.

Travel Vaccines

Hurray -summer is nearly here and no doubt you are planning your summer getaway. Don’t forget to think well ahead about whether vaccines and anti malarials are recommended for your trip. There are vaccine-preventable health risks in many common destinations

including the Caribbean, Thailand, Bali, India, Morocco, Turkey and The Gambia. Every year in the UK approximately 2000 cases of malaria are diagnosed following foreign travel and some 10-15 are fatal. Please don't leave it until the last minute. Ask reception for a travel form and make an appointment to see one of our practice nurses. Some of the more commonly recommended vaccines are free but some are not so budgeting ahead can also be an important consideration.

And as the Aussies say Slip Slap Slop. Slip on a T shirt, Slap on a hat and Slop on some sun cream.

Meningitis Vaccination Programme

The MenACWY vaccine protects against four types of meningitis - A, C, W and Y - and meningitis vaccination procedures have recently been tightened up by NHS England. If you are going to uni this autumn, and you have not had your MenACWY, please phone the practice to arrange for this vital vaccination.

MMR Vaccination Programme

WE ARE AWARE OF LARGE MEASLES OUTBREAKS IN THE UK, EUROPE, THE USA AND OTHER COUNTRIES.

DON'T LET YOUR CHILD CATCH MEASLES

GET THEM VACCINATED WITH THE MMR VACCINE

Measles is an extremely infectious disease and spreads easily. Many children who have caught measles have become very ill and have been hospitalised. The only way to protect you and your family is to make sure they are up to date with their MMR vaccines. The MMR vaccine has been shown across the world to be a safe and effective way of preventing measles, mumps and rubella.

If you or anyone you know has not been vaccinated you should take action now. Contact us to check if you /they have had the MMR vaccination. The MMR Vaccine is free from the NHS.

Patient Access

Have you registered to view your medical records online? Did you know you can book appointments, order repeat prescriptions, view your consultation history and laboratory results from the comfort of our own home?



Please ask at reception for an application form to access your records online. You will be required to provide photographic I.D. Once you have registered you can make changes and requests at a time that is convenient for you, even when the practice is closed. It also of course saves us doing this for, freeing up admin staff to deal with other matters.

Telephone Times

It is important our admin team gets protected time to carry out their tasks efficiently, effectively and in a timely manner and this cannot be attained if staff members are

constantly interrupted with phone calls. We therefore have specific times for you to ring in with your queries and staff are more than happy to help you.

Prescription 11-12 and 3-4 (please remember we do not take prescription requests over the phone. We do require them in writing or of course you can put them through online)

Results 12-3 (Again don't forget you can view your results online and find out the plan the GP has for you.)

Secretaries 10-11 and 2-3. The secretaries can help you with all your referral queries

Planning ahead with your medicines

An ongoing problem is in relation to prescriptions. We do ask for 3 days to turn around your prescription, however we do understand sometimes things get forgotten and an urgent prescription is required. Please know it is not always possible for us to produce an urgent prescription the moment you call. We may need to involve your doctor and they may not be here. You may need a blood test. We cannot instantly arrange for a prescription to be signed. So please be understanding and give us as much notice as possible. Thanks!

Patient Participation Group (PPG)

Our group meets every other month to discuss all issues surrounding the surgery. It gives a platform for patients to make positive suggestions about the practice, and to be an advocate for patient preferences when appropriate. It provides a means for practice staff to inform patients about the reality of running a General Practice. Our PPG represents the whole practice population, not personal or individual views. If you would like to get involved please speak to me, Sarah Baker, the Practice Manager or simply turn up to the next meeting. This is at 7pm at Woodlands on Wednesday 24th July 2019.